

SANDY CITY  
APPROVED CLASS SPECIFICATIONS

I. Position Title: Receptionist Parks and Recreation (Seasonal) Revision Date: 02/06  
EEO Function: Parks & Rec  
EEO Category: Admin. Support  
Status: Non-exempt  
Control No: 50772

II. Summary Statement of Overall Purpose/Goal of Position:

Under the general supervision of the Executive Secretary, operates the Recreation Building's telephone console, personal computers, fax machines and performs additional clerical duties.

III. Essential Duties

- Provide customer service for walk-in public.
- Operates the department's telephone operator's console by directing all incoming calls and inquiries to appropriate individuals.
- Acts as the receptionist for employees and citizens.
- Assists with general telephone operations.
- Sorts and distributes incoming telephone messages.
- Maintains accurate records of recreation participant forms and logs in appropriate book(s).
- Processes Recreation parks, fields and building rental requests and maintains rental logs.
- Receives and receipts incoming City monies for recreation participant fees, room, pavilion & field rentals, etc.

IV. Marginal Duties

Clerical duties performed include:

- Assist with department filing and sorting
- Disperse department daily mail
- Perform other duties as assigned
- Photocopy various documents

V. Qualifications:

**Education:** High school diploma or equivalent.

**Experience:** Six months clerical and customer service experience required.

**License:** Must possess a valid Utah Driver's License.

**Probationary Period:** A three-month probationary period is a prerequisite to this position.

**Knowledge of:** Telephone procedures and etiquette; correct English usage, spelling, and vocabulary; office methods, techniques, and equipment; word and data processing equipment.

**Responsibility for:** Responsibility for the care, condition, and use of materials, tools, and equipment; confidential information that must be handled with discretion.

**Communication Skills:** Contacts with other departments, furnishing and obtaining information, using tact and judgement; outside contact with the public that may influence important decisions; constant contact with

the public both on the phone and face-to-face; follow written and verbal instructions; communicate effectively verbally and in writing; establish and maintain effective working relationships with employees and the public.

**Tool, Machine, Equipment Operation:** Ability to type accurately at 35 wpm; WordPerfect, Pagemaker and exposure to Safari (department software program).

**Analytical Ability:** Apply general principles and ordinances effectively to specific conditions; ability to handle confrontational situations and make sound decisions.

VI. Working Conditions:

Moderate pressure and fatigue are present in this position due to great exposure to stressful situations; constant attendance is required; work assignments are broad and performed with limited supervision; work is referred to supervisor as questions arise; frequent exposure to heavy telephone and walk-in traffic.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.